

# Tizeta Nigussie

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## Professional Summary

Dedicated and adaptable professionals with extensive experience in operations management, team leadership, and education. Demonstrated expertise in supervising print operations within high-volume production environments and managing client-focused retail businesses. Skilled in organizational leadership, employee development, problem-solving, and process improvement. Cross-cultural background with a proven commitment to excellence and continuous professional growth.

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## Work Experience

### **Broadridge/DST Output**

*Kansas City, MO & Kansas City, KS*

### **Print Operator, Lead, & Supervisor**

2004 – Present

- Supervise and coordinate print operations within a fast-paced, deadline-driven production facility.
- Lead and mentor a team of print operators, facilitating training, onboarding, and professional development.
- Oversee workflow management, ensuring timely completion of production schedules and quality standards.
- Implement process improvements to increase efficiency and reduce downtime.

- Troubleshoot technical issues and interface with maintenance teams to resolve equipment challenges.

### **Convenience Store Manager**

*Shanee, KS*

1997 – 2004

- Managed day-to-day operations of multiple convenience stores, including staff hiring, training, and scheduling.
- Maintained high standards of customer service and resolved escalated issues to ensure satisfaction.
- Handled inventory management, merchandising, and vendor relations to optimize store profitability.
- Implemented operational policies for loss prevention and compliance with safety standards.

### **Elementary School Teacher**

*Ethiopia*

1975 – 1995

- Developed and delivered engaging lesson plans for primary students across various subjects.
- Fostered an inclusive, structured learning environment that encouraged student participation and achievement.
- Served as a mentor to new teachers and contributed to curriculum development initiatives.
- Maintained strong communication with parents and local educational authorities.

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## **Education**

### **Master of Arts (MA) in Organizational Leadership**

Mid-American Nazarenen University, Olathe, Kansas

### **Bachelor of Arts (BA) in Human Relations**

Mid-American Nazarenen University, Olathe, Kansas

## **Associate of Arts, General Studies**

Johnson County Community College, Overland Park, Kansas

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## **Skills**

- Operations Management & Process Improvement
- Team Leadership & Staff Development
- Training & Mentoring
- Workflow Optimization
- Problem Solving & Critical Thinking
- Performance Evaluation
- Customer Service Excellence
- Inventory & Merchandise Management
- Communication & Interpersonal Skills
- Cross-Cultural Competence

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## **Additional Information**

- Multilingual: [Languages Spoken, e.g., English, Amharic]
- Proficient with print production technologies and management software
- Awarded [Any relevant awards or recognitions, if applicable]
- Eligible to work in the United States